



Emergency Rental Assistance Program Landlord Application User Guide

MAIN WEBSITE:
dfs.wyo.gov/erap
CALL CENTER:
1-877-WYO-ERAP

CONSIDERATIONS FOR YOUR ONLINE APPLICATION EXPERIENCE



INTERNET CONNECTIVITY

Please ensure that you have a **stable internet connection** that will allow you to complete the application with minimal interruptions. For an optimal browsing experience, we suggest that you use the latest public release of any one of the following web browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Edge](#)
- [Apple Safari](#)

Internet Explorer is NOT supported

PLEASE NOTE: The online application portal supports the use of mobile and tablet-based browsers. We recommend that you have all required supporting documentation loaded on your mobile or tablet device before you begin your application.



DOCUMENT UPLOAD

As part of the application, you will be required to upload supporting documentation. **Please ensure that these documents are saved and uploaded as .pdf, jpeg, .jpg, or .png.**



APPLICATION SIGNATURE

After completing the application, you will be asked to **read, acknowledge, and agree to eligibility and release statements** related to acceptance and use of federal funds.



USER RESPONSIBILITY

As with all official State of Wyoming forms and documents, **you are responsible for the completeness and accuracy of all information that you provide in the application portal.** The portal provides limited computation, validation or verification of the information you enter on the form, and **you are responsible for entering all required information. Failure to do so may result in your application being delayed or disapproved.**

This document provides an overview of the Wyoming ERAP online application portal and the required steps for landlords to complete. Landlords should review this user guide in its entirety to understand program eligibility requirements and prepare the required documentation before beginning the online application.

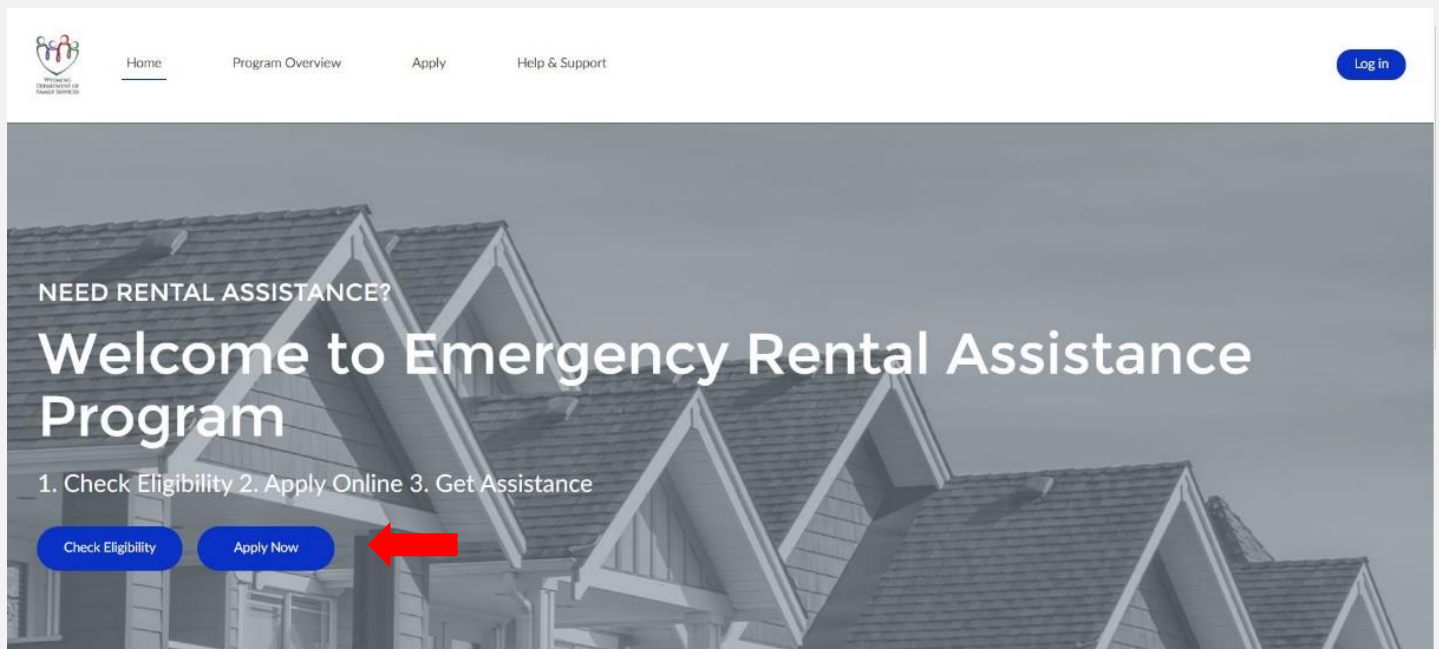
Supporting documentation for the ERAP application includes the following:

- ☐ Government Issued Photo Identification (e.g. Driver's License, Passport, Military ID, U.S. Permanent Resident Card, etc.)
- ☐ Signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance
- ☐ Eviction notice, notice of eviction court hearing or statement

Please refer to the [Wyoming ERAP Landlord FAQs](#) for a complete list of required documentation

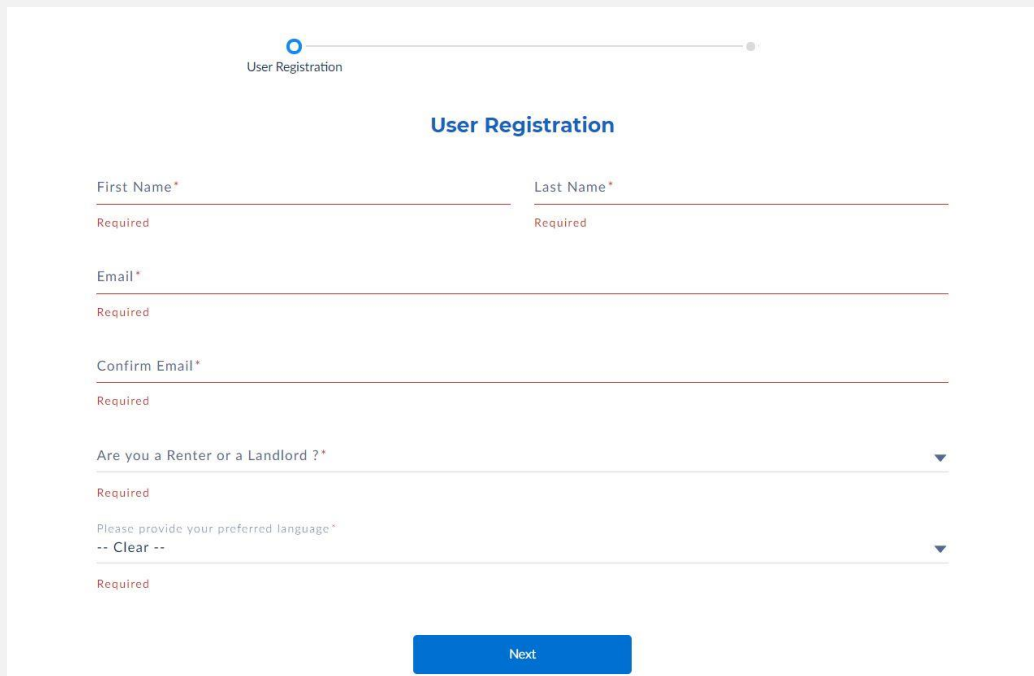
HOMEPAGE

- ☐ Visiting the online portal will take you to the Homepage where you will have access to an Overview of the ERAP program, the option of creating a new application, the log in page for returning applicants, and access to help and support resources.
- ☐ Click **Apply Now** to begin the registration process.



REGISTER NEW ACCOUNT (FIRST TIME LOGGING IN)

- ☐ Enter your first name and last name. Please provide a working **email address**. A system-generated verification email will be sent to the email address provided.

A screenshot of a web form titled "User Registration". At the top, there is a progress bar with a blue circle on the left and a grey circle on the right. Below the title, there are two input fields for "First Name*" and "Last Name*", each with a red "Required" label below it. Below these is an "Email*" field with a red "Required" label. This is followed by a "Confirm Email*" field with a red "Required" label. Then there is a dropdown menu for "Are you a Renter or a Landlord?*" with a red "Required" label. Below that is another dropdown menu for "Please provide your preferred language*" with a red "Required" label and a "-- Clear --" option. At the bottom of the form is a blue button labeled "Next".

VERIFY YOUR ACCOUNT

- ☐ A **verification link** will be sent to the email address provided.

Dear Applicant,

Thank you for your interest in the WY Emergency Rental Assistance Program.

Username:

To complete your registration, please [Click Here](#)

Before you begin the application process, **please read the [Application User Guide and FAQs](#)** to understand the application and program eligibility requirements. Once your application is submitted you will not be able to edit your application. Please ensure you complete the entire application completely and accurately, and confirm you have uploaded all documentation required.

Upon successful submission of your application, you will receive an email confirmation.

For any questions you may have about the program guidelines or application process, please call the Contact Center at (xxx) xxx-xxxx between 8:00 am and 9:00 pm Monday through Friday.

Sincerely,
WY ERAP Team

CREATE PASSWORD

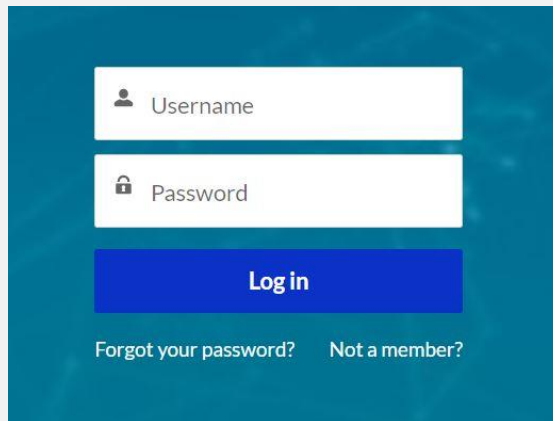
- ☐ Click the link to complete your registration. **Create a new password** to log in to your new account. (the link will bring you to the following page below)

START NEW APPLICATION

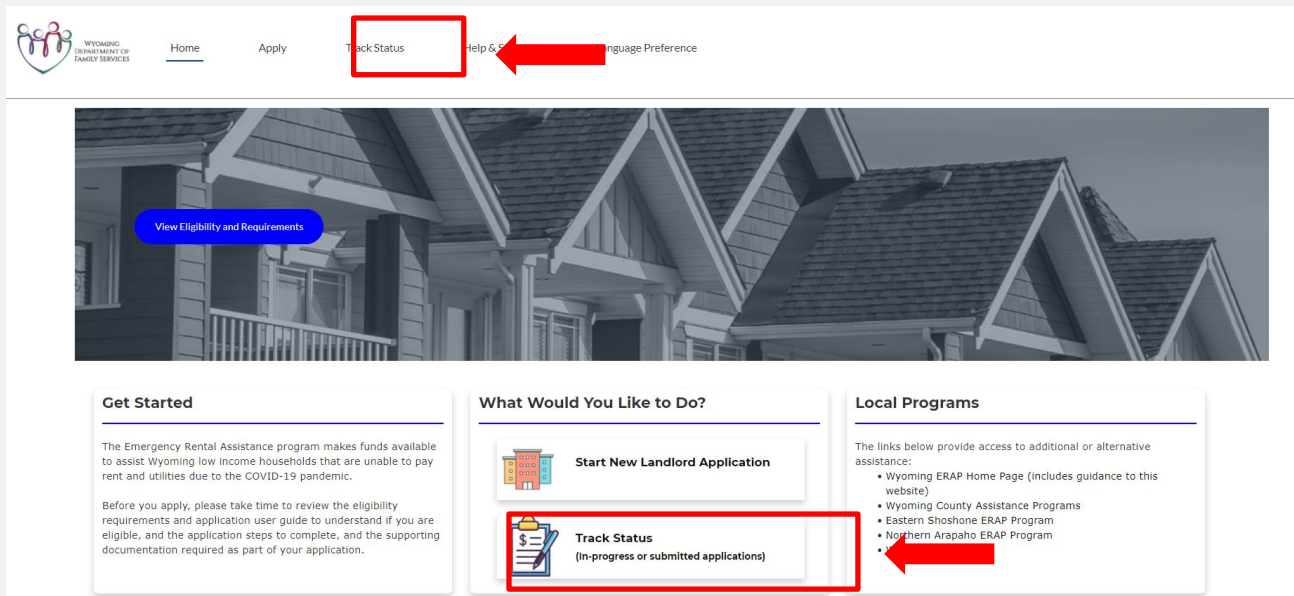
- ☐ After successfully logging in to your new account on the portal, begin a **new application** by clicking the **Start New Landlord Application** button

RETURN TO AN APPLICATION


- ❑ To return to an application in progress, log in to the portal with your email address and password. If you have forgotten your password, you can create a new one by clicking "forgot your password?" and a new verification link will be sent to your email address.

A login form on a blue background. It features a white input field for 'Username' with a person icon, another white input field for 'Password' with a lock icon, and a blue 'Log in' button. Below the button are two links: 'Forgot your password?' and 'Not a member?'.

- ❑ Once logged into the portal, click on **Track Status** at the top of the screen or at the bottom of the screen.

A screenshot of the Wyoming Department of Family Services portal. The top navigation bar includes links for Home, Apply, Track Status (highlighted with a red box and a red arrow), Help & Support, and Language Preference. Below the navigation bar is a large banner image of a house with a blue button labeled 'View Eligibility and Requirements'. The main content area is divided into three columns: 'Get Started' with text about the Emergency Rental Assistance program, 'What Would You Like to Do?' with buttons for 'Start New Landlord Application' and 'Track Status (In-progress or submitted applications)' (the latter is highlighted with a red box and a red arrow), and 'Local Programs' with a list of links for additional assistance.

- ❑ If you have already started an application, the Case Number, Status, and Rental Property Address will appear.
- ❑ Click on the three horizontal dots at the top right corner and click **Edit**. This will bring you back to the first page of the application, but your information will be prepopulated in the system.



I Am a Landlord

If you are a landlord requesting rental assistance for one of your tenants and do not see corresponding request below, you can start a new application here!

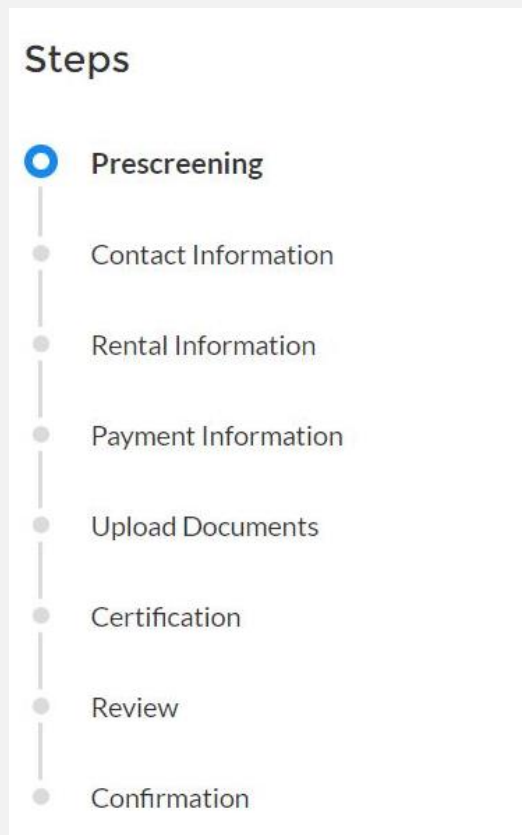
Case Number
00001147

Status
Submitted

Rental Property
4400 E 2nd St, 120, Casper, WY 82609

PORTAL FUNCTIONALITY

- ☐ On any page of the application, you will be able to monitor your progress using the gateway icons on the **right** panel.



- ☐ Several **validation rules** have been built into the application to let you know if data is missing, has been entered in an incorrect format, or your response indicates that your tenant is not eligible for the program
- ☐ Please note that **you are responsible for answering each question completely and accurately**
- ☐ If you accurately answer a question and you are provided with an **eligibility error**, please **DO NOT change or override your response** to complete the application
- ☐ On each subsequent page of the application, the progress will be updated, and previously completed pages will show a green check mark.

Steps

- ✓ Prescreening
- ✓ Contact Information
- **Rental Information**
- Payment Information
- Upload Documents
- Certification
- Review
- Confirmation

- ☐ **Mandatory fields** are indicated with a red asterisk (*)

* First Name

* Last Name

PRESCREENING

The **Prescreening** page presents key questions that can help determine ERAP eligibility.

- ☐ Indicate whether your rental property is located on the Wind River Reservation by selecting the "Yes" or "No" button.

* Is the residence for which you are seeking rental/utility assistance located on the Wind River Reservation?

☐ Yes ☐ No

Note: Households located on the Wind River Reservation are **NOT** eligible for this program. They **ARE** eligible for the **Northern Arapaho** and **Eastern Shoshone** rental assistance programs. For more information visit <http://wrera.com/>

- ☐ Indicate whether you have received an email notification from the WY Emergency Rental Assistance Program that your tenant submitted an application. If you have not received an email notification, please select **no**, and provide the physical address of the rental unit.

* Have you received an email confirmation from the WY Emergency Rental Assistance Program that your tenant submitted an application?

☐ Yes ☐ No

Provide the rental unit's physical address for which assistance is requested

Apt/Unit #

- ☐ If you did receive an email notification from the WY Emergency Rental Assistance Program, please select **yes**, and provide the **tenant application code**.

* Have you received an email confirmation from the WY Emergency Rental Assistance Program that your tenant submitted an application?

☒ Yes ☐ No

Please enter the **Tenant Application Code** from the confirmation email.

- ☐ Indicate whether your landlord is an immediate family member by selecting either the "Yes" or "No" button. Examples of immediate family members include, but are not limited to parents, children, or siblings.

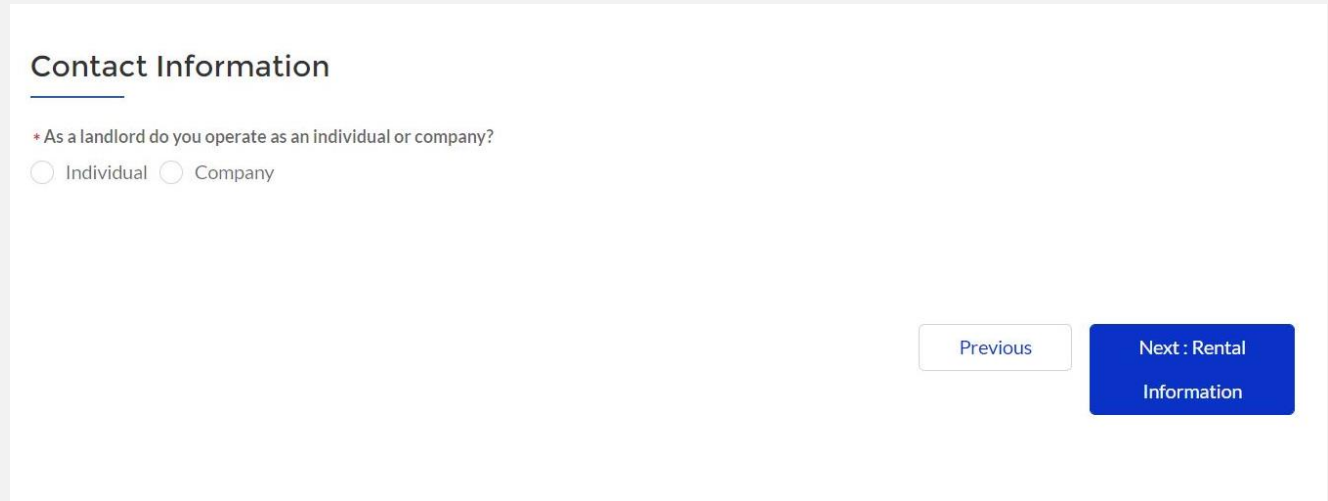
* Is your tenant an immediate family member?

☐ Yes ☐ No

CONTACT INFORMATION

The Contact Information page captures basic information about you as the Landlord or Landlord representative.

- ☐ Indicate whether the landlord on the lease document is a person or a company by selecting either the "Individual" or "Company" button.



The screenshot shows a web form titled "Contact Information". Below the title is a question: "* As a landlord do you operate as an individual or company?". There are two radio button options: "Individual" and "Company". At the bottom right of the form, there are two buttons: "Previous" (a light blue button) and "Next : Rental Information" (a dark blue button with white text).

- ☐ If "Individual", enter your information as noted in the lease:
 - Name (first, middle, last)
 - Mailing address (number, street, city, zip and state)
 - Contact information (phone number and email address)
 - Social Security Number or Tax Identification Number
 - Indicate whether you have a valid driver's license by selecting either the "Yes" or "No" button.
 - If "Yes", enter your driver's license number, driver's license state, and upload a copy of your driver's license
 - If "No", upload a copy of an alternative Government Issued Identification (e.g. Passport, Military ID, U.S. Permanent Resident Card, etc.)

☒ Individual ☐ Company

▼ Individual Details

* First Name	Middle Name(Optional)
<input type="text"/>	<input type="text"/>
* Last Name	Suffix
<input type="text"/>	<input type="text"/>
* Date Of Birth	* Gender
<input type="text"/>	<input type="text"/>
* SSN or TIN	* Re-Enter SSN or TIN
<input type="text"/>	<input type="text"/>
* Mailing Address	Apt/Unit #
<input type="text"/>	<input type="text"/>
* Phone Number	* Re-Enter Phone Number
<input type="text"/>	<input type="text"/>
* Email Address	* Re-Enter Email Address
<input type="text"/>	<input type="text"/>
* Preferred method of contact	* Preferred language
<input type="text"/>	<input type="text"/>

- ❑ If “Company”, enter the information as noted in the lease:
- Company legal name
 - Company mailing address (number, street, city, state, and zip code)
 - Company Tax Identification Number
 - Authorized representative’s phone number and email address
 - Authorized representative’s contact information (first, middle, and last name)
 - First, middle, and last name
 - Date of Birth
 - Phone Number
 - Email Address
 - Indicate whether the authorized representative has a valid driver's license by selecting either the “Yes” or “No” button.
 - If “Yes”, enter your driver’s license number, driver’s license state, and upload a copy of your driver’s license
 - If “No”, upload a copy of an alternative Government Issued Identification (e.g. Passport, Military ID, U.S. Permanent Resident Card, etc.)
 - Indicate your business classification by selecting an option in the drop-down box

Contact Information

* As a landlord do you operate as an individual or company?

☐ Individual ☒ Company

▼ Company Details

* Company Legal Name	* Company Address
<input type="text"/>	<input type="text"/>
* Company Phone	* Re-Enter Company Phone
<input type="text"/>	<input type="text"/>
* Company Email	* Re-Enter Company Email
<input type="text"/>	<input type="text"/>
* Company EIN/TIN as Registered with IRS	* Re-Enter Company EIN/TIN as Registered with IRS
<input type="text"/>	<input type="text"/>

RENTAL INFORMATION

- ☐ Indicate whether the tenant receives any rental assistance from a Federal or State program by selecting either the "Yes" or "No" button
 - If "Yes", select the name of the organization that pays the rental assistance from the drop-down box

The screenshot shows a form titled "Rental Information". Below the title is a question: "What type of rental assistance does your tenant receive?". Below this is a dropdown menu. The dropdown menu is open, showing a list of options: "-- Clear --", "Not Receiving Assistance", "Housing Choice Voucher", "Indian Housing Block Grant-Assisted Property", "Project Assistance Program", "Public Housing", and "Regional Behavioral Health Program".

- ☐ Enter Tenant's name (first, middle, and last) and email address
- ☐ Indicate whether an eviction notice has been issued to the tenant by selecting either the "Yes" or "No" button
 - If "Yes", attach the eviction notice or statement/letter of past-due rent
- ☐ Enter the following lease information and **attach a signed copy of the lease or rental agreement(s) that covers all months you are seeking assistance**
- ☐ Enter your lease information, including:
 - Lease start date
 - Lease end date
 - Indicate whether this is your current lease by clicking the "yes" or "no" button
- ☐ Monthly rent amount per the current lease agreement

The screenshot shows the "Rental Information" form. It includes a dropdown menu for "What type of rental assistance does your tenant receive?". Below this are input fields for "Tenant First Name", "Tenant Middle Name (Optional)", and "Tenant Last Name". There are also input fields for "Tenant Email Address" and "Re-Enter Tenant Email Address". Below these are two sets of radio buttons for "Has an 7 day eviction notice issued to the tenant?" and "Has an court eviction paperwork issued to the tenant with a hearing date?". There are also input fields for "Lease start date" and "Lease end date". Below these are two radio buttons for "Is this your current lease?". At the bottom, there is a section titled "Add Rent" with a table that has three columns: "SELECT THE MONTHS FOR WHICH ...", "MONTHLY RENT AMOUNT", and "AMOUNT REQUESTED FROM THIS P...". There is a blue "Add Month" button at the bottom right.

- ☐ You will need to add each month for which you are seeking payment by clicking the "Add Month" Button and entering the following information:
 - Month and Year

- Total monthly rent amount
- Unpaid rent due
- Indicate if this amount is past due
 - If "Yes", enter any applicable late fees
- Amount provided by another Federal, State, or Local program

Add Rent

*Select the months for which you are applying:

*Has an past due rent notice issued to the tenant?

☐ Yes ☐ No

*Monthly rent amount

Late fee / Court fee

Amount provided by another Federal or State program

Amount requested from this program

\$0.00

Cancel

Save

(Note: Assistance requested from this program will be automatically calculated from the provided information)

Add Rent

SELECT THE MONTHS FOR WHICH ...
MONTHLY RENT AMOUNT
AMOUNT REQUESTED FROM THIS P...

Add Month

(Note: You will need to click the "Add Month" Button and enter the above information individually for each month of assistance)

PAYMENT INFORMATION

This program is designed to make payments directly to landlords and utility providers. Accordingly, please provide:

- ☐ The Landlord's remittance address (street or post office box, city, state, and zip code) if the remittance address is not the same as the Landlord's mailing address.
 - Once the address is entered click the "Validate Address" button and confirm the address by clicking the "Accept Formatted Address" button
- ☐ If your remittance address is the same as your mailing address, select "yes"
- ☐ Select the "Next: Upload Documents" button to proceed

Payment Information

* Is your remittance address the same as your mailing address?

☒ Yes ☐ No

Previous

Next: Upload Documents

- ☐ Upload required documents for each section. A green check mark will show when a document is uploaded, then click Done. You can delete an uploaded document by clicking the "trashcan" icon to the right of each document.

Upload Documents

Upload Proof of Identity

* Proof of Identity

 Upload Files Or drop files

Upload Lease Agreement

* Lease or Rental Agreement

 Upload Files Or drop files

Previous

Next: Certification

CERTIFICATION

- ☐ Indicate whether you are submitting this application on someone else's behalf by clicking the "Yes" or "No" button.
 - ☐ If **yes**, enter your personal information as the **preparer** of their application including:
 - First and Last Name
 - Phone Number
 - Email

Certification

* Are you submitting this application on behalf of someone else?

☐ Yes ☐ No

- ☐ Read the **Statements of Attestation** and fill in the bubbles that are relevant to your application to certify that the information is accurate to the best of your knowledge and click **electronically sign** to authorize.

STATEMENTS OF ATTESTATION

Please read the following statements carefully and only attest to those statements that relate to you and your application:

- ☐ I/We attest that all information in this application for the Emergency Rental Assistance is correct and complete to the best of my knowledge.
- ☐ I/We attest that there is a lease or rental obligation for the rental unit and periods submitted in this application for the Emergency Rental Assistance Program.
- ☐ I/We attest that I have not received, and do not anticipate receiving, another source of public or private subsidy or assistance, nor payment from any other tenant or under any other lease agreement, for the same rental unit and months as submitted under the Emergency Rental Assistance Program.
- ☐ I/we attest that I/we will not discriminate against any person on the basis of age, color, disability, marital status, national origin, race, religion, or sex in the programs or services for which I/we are receiving ERAP funds.

Electronically sign

- ☐ Next, read the **Acknowledgements**. Select the button indicating that you have read and understand the Acknowledgments. Select **"Electronically Sign"** to sign for the Acknowledgements.

ACKNOWLEDGEMENTS

- I/We understand that electronic submission of my application and electronic signature serves as written and signed attestations for the Emergency Rental Assistance Program.
- I/We understand that the information provided in this application and the information provided in all supporting documents and forms is true and accurate in all material respects. I understand that knowingly making a false statement to obtain these funds may be punishable under the state, federal or local law, including under 18 USC 1343 by imprisonment of not more than thirty years and/or a fine of up to \$1,000,000 and Wyo. Stat. Ann. 6-3-402 by imprisonment for not more than ten years and/or a fine up to \$10,000..
- I/We also understand that false statements or information will be grounds for denial of our application, termination of rental or utility assistance and/or debarment from participating in other current or future assistance programs.
- I/We understand that this is an application for assistance and signing this application does not bind the Emergency Rental Assistance Program to offer rental or utility assistance nor does it bind me/us to accept any assistance offered.
- "I/We have no objection to inquiries from the State of Wyoming or its designee to its agencies and instrumentalities for the purpose of verifying the facts herein stated and hereby consent to disclosure of information between such entities, including providing additional documentation if needed or as part of random and routine audits."
- I/We have received, read and understand the Emergency Rental Assistance Program eligibility requirements, program guidelines and compliance requirements.

☐ I have read and understand the acknowledgement above

Electronically sign

- ☐ Read the **Authorization to Release Information** section. Select the button which confirms that you have read and understand the following authorizations. Select **"Electronically Sign."**

AUTHORIZATION TO RELEASE INFORMATION

- Your signature on this form and the signature of each member of your household who is 18 years of age or older authorizes the Emergency Rental Assistance Program to use this authorization and the information obtained with it, to administer and enforce rules and policies.
- Any individual or organization, including any governmental agency may be asked to release information. Information may be requested from but is not limited to: courts, law enforcement agencies, landlords, past and present employers, Social Service Agencies, utility companies, and unemployment benefits.
- By signing this form, I authorize the above persons, firms or corporations to make available any documents or record to the Emergency Rental Assistance Program for inspection and copying.

I hereby I authorize the Emergency Rental Assistance Program to publish information regarding me/my business or my organization and any awards which I may receive on a searchable public website as part of its public transparency and accountability efforts.

☐ I have read and understand the authorizations above

Electronically sign

- ☐ Read the **Payment Acceptance and Acknowledgements for Landlord** section. On each statement on the left-hand side, click each bubble to agree to the terms below:

PAYMENT ACCEPTANCE AND ACKNOWLEDGEMENTS FOR LANDLORD

☐ I/WE UNDERSTAND THAT WE ARE ONLY ACCEPTING ASSISTANCE FOR AMOUNTS DUE AND OWING FOR PAST RENT OR FOR FUTURE RENT FOR THE TENANT

☒ I/We, as applicant, agree to accept the amount paid under the Emergency Rental Assistance program, as payment in full, for all past due rent, including any and all late fees or interest. Landlord agrees to dismiss, with prejudice, any action for forcible entry and detainer.

☐ If I/We as Landlord has issued a three (3)-day notice to Tenant, Landlord agrees not to enforce, and to withdraw, the three (3)-day notice until such time as Tenant's eligibility for this program has been determined. If Tenant is not eligible for assistance, Landlord must issue an additional notice to proceed with any eviction.

☐ I/We as Landlord agree that, if being paid for future rent, Landlord will not evict the tenant for failure to pay rent. In the even the I/we evict the tenant for other legal reasons, I/we agree to return any overpayment of rental amounts to the State of Wyoming

☐ I/We understand that any amounts I/we receive under this program are taxable income and must be claimed on my next Federal tax return.

☐ I/We understand that amounts we receive under this program may be made public.

[Electronically sign](#)

- ☐ Read the **Fair Credit Reporting Act Authorization** section and select the button confirming that you agree. Select "**Electronically Sign.**"

FAIR CREDIT REPORTING ACT AUTHORIZATION

You understand that by clicking on the I AGREE button immediately following this notice, you are providing 'written instructions' to the State of Wyoming ("the State") under the Fair Credit Reporting Act authorizing the State to obtain information from your personal credit profile or other information from Experian. You authorize the State to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name for the State of Wyoming Emergency Rental Assistance Program.

☐ I Agree

[Electronically sign](#)

REVIEW

Please authorize and confirm that all the information you have provided is accurate and correct. **Click "Submit" to proceed.**

Review

Please review your application before submit.

Landlord point of contact
Doe

Phone
2120000000

Email
qwerty@mail.com

Tenant
John Doe

Rental Property/Unit Address
4400 E 2nd St, Casper, WY, USA


Remittance Address
4400 E 2nd St

[Previous](#) [Submit](#)

- Once the application is submitted, a Confirmation will appear with the Application Number.
 - Click **Done** to complete your Wyoming ERAP Application.

Confirmation

Your Rent Assistance Application # 00001172 was submitted.
We'll update you on your application status throughout the approval process by email.
Refer to Application # 00001172 if you contact us.
Thank you!

 [Done](#)

Steps

- ✓ Prescreening
- ✓ Confirm Address
- ✓ Contact Information
- ✓ Rental Information
- ✓ Payment Information
- ✓ Upload Documents
- ✓ Certification
- ✓ Review
- Confirmation